



OUR TIME CHARITY

Recruitment Pack

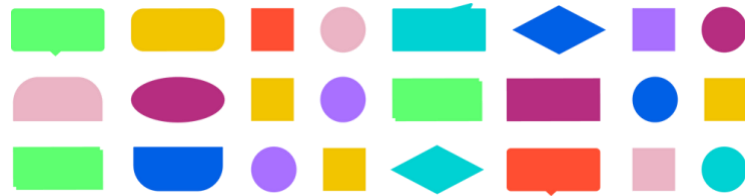
2026

When a parent has mental health problems it changes their child's world too. Around 4 million UK children are in this situation yet many go without the support they need...

We're here to put that right

**OUR TIME
CHARITY**

Job description



Job Title:	Community Manager (1 Year Fixed Term Contract)
Reporting To:	CEO
Location:	Remote (UK-based, with regular travel to partner local authorities and events)
Hours:	4 Days per Week
Rate of Pay:	£35,000 pro rata (£28,000 actual)

Background

Our Time Charity is a UK mental health charity specialising in early help and preventative support for children and families affected by parental mental health difficulties. Our work sits at the intersection of mental health, children's social care and early intervention, ensuring families receive timely, adequate support before needs escalate.

We work closely with local authorities, children's services, early help teams, Family Hubs, ICBs and VCSE partners to design and deliver services that improve outcomes for children, strengthen families, and reduce pressure on statutory services. Our approach is evidence-informed, rooted in lived experience, and aligned with safeguarding, early help and mental health priorities.





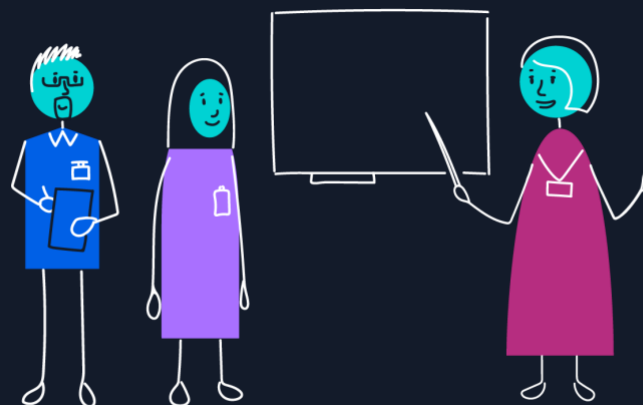
About the role



Our Community Manager will be responsible for building, nurturing, and strengthening the communities surrounding Our Time's work. Working across the charity, the postholder will develop relationships with licensed KidsTime partners, ambassadors, families, professionals and communities connected to Our Time, ensuring that those voices and experiences are heard, valued and reflected throughout the organisation.

The Community Manager will act as a bridge between Our Time and the communities it serves, gathering insights, stories, and feedback, supporting collaboration, and helping to ensure that lived experience remains at the heart of service development, communications, fundraising, and advocacy.

The role will involve regular travel across the UK to visit workshops, meet partners and ambassadors, attend events and strengthen relationships with communities connected to Our Time.



Key responsibilities



1. Community Building and Engagement

- Develop and maintain strong relationships with individuals, organisations and communities connected to Our Time.
- Build a sense of belonging and connection across the Our Time community.
- Support opportunities for collaboration, peer support and shared learning.
- Identify opportunities to deepen engagement and participation across the Our Time community.
- Represent Our Time at meetings, conferences, workshops and events across the UK.

2. Ambassadors and Lived Experience

- Lead the development and coordination of the Our Time Ambassador Network.
- Recruit, onboard and support ambassadors from a diverse range of backgrounds and experiences.
- Organise and facilitate ambassador meetings, communications and engagement activities.
- Maintain regular contact with ambassadors and support their ongoing involvement with the charity.
- Create opportunities for ambassadors to contribute to campaigns, events, fundraising, awareness raising and service development activities.
- Ensure lived experience remains central to the work of Our Time.
- Support ambassadors to share their experiences safely and meaningfully.

3. Stories, Impact, and Insight

- Gather stories, testimonials and case studies from children, young people, families, facilitators, ambassadors and partner organisations.
- Build relationships with licensed partners and facilitators to understand and document the impact of Our Time's work within their communities.
- Capture and amplify lived experience to demonstrate the difference Our Time makes to children, families and communities.
- Identify emerging themes, learning and opportunities from across the Our Time community.
- Work with colleagues to ensure stories and insights are used effectively within communications, fundraising, evaluation, advocacy and reporting.
- Support the collection and analysis of impact and evaluation data across Our Time's programmes.
- Act as the voice of the community within Our Time, ensuring that the experiences and perspectives of children, families, ambassadors and partners help shape organisational learning and decision-making.

Key responsibilities



4. KidsTime Network and Partner Support

- Support the development and growth of the KidsTime Workshops network across the UK and internationally.
- Build and maintain strong relationships with licensed delivery partners and workshop teams.
- Act as a first point of contact for KidsTime Workshop-related enquiries.
- Coordinate and support the KidsTime Community of Practice.
- Facilitate opportunities for peer learning, collaboration and sharing of best practice across the network.
- Support the development manager and operations director with the onboarding of new licensed partners.
- Coordinate licence administration, renewals and associated documentation.
- Support quality assurance activities and the continuous improvement of the KidsTime model.
- Ensure programme resources, guidance and information remain accurate and up to date.

5. Representation and Community Presence

- Represent Our Time at workshops, community events, conferences and sector gatherings across the UK.
- Visit licensed KidsTime Workshops and other Our Time activities to strengthen relationships and understand local impact.
- Meet with facilitators, ambassadors, families and community members to better understand the experiences of those connected to Our Time.
- Act as an ambassador for the charity and its values in all interactions.
- Share learning and insights gathered from communities with colleagues across the organisation.
- Undertake regular travel throughout the UK as required by the role.

From silence to support



“When I was told as a child that my mum was in hospital, I was also told it wasn’t her fault. But I couldn’t understand why it ever would be her fault that she was in hospital – or mine either, which I was also reminded of daily. The topic of mental illness was, and remains to this day, a taboo subject for the adult world. But kids don’t understand taboo, so I was left wondering about the weird behaviour, and sudden absence, of my mum.

Why had she spent all day in her room? Why, when I came in to give her a hug and turn the light on, did she shout and throw things at me? Why, one afternoon on the drive back from school, did my dad tell me she had been taken away in an ambulance, that she wasn’t well? And why was I not able to visit her?

I have always put a guard up when it comes to discussing my mum’s illness and the effect it’s had on me. To an extent, I’ve always had to – the stigma surrounding mental illness makes it that much harder to have open conversations about it. Unfortunately, the responsibility of its awkward nature is too often directed back onto the person struggling. From a young age, I trained myself to make light of my situation, to not make the other person feel uncomfortable, to not engage too emotionally with my experiences, for fear of scaring people off.

It wasn’t until I started going to Our Time’s KidsTime Workshops when I was nine that I learned my mum’s illness had a name – bipolar disorder – and I understood that I was a young carer. Finally, the experiences that I had been struggling with internally, holding a confusing sense of shame that I didn’t properly understand, were normalised – and shared by the children and families around me.

I’m now 19 years old, in my first year at university, and I’m not sure I would be here had it not been for the support I eventually received as a child. But there are so many other children in this country who deserve to have been given the same opportunities that I have – to be listened to, and to have a place that is just for them, where they get a break from the responsibility of having a parent struggling with a mental illness.”



Person specification



Essential Experience and Skills:

- Experience of building and maintaining relationships remotely and in person.
- Experience of listening to, gathering and representing the views and experiences of others.
- Experience of engaging with a wide range of people, communities or stakeholders.
- Excellent communication and interpersonal skills.
- Experience of coordinating projects, programmes, networks or events.
- Experience of gathering and communicating stories, feedback, impact or learning.
- Strong organisational skills and ability to manage multiple priorities.
- Ability to work independently and use initiative.
- Ability to facilitate meetings, discussions or group activities.
- Good IT skills, including Microsoft Office and online communication platforms.
- Willingness to travel regularly across the UK, including occasional overnight stays.

Desirable Experience and Skills:

- Experience of community engagement, community development or community management.
- Experience of working with ambassadors, volunteers or people with lived experience.
- Experience of impact measurement, evaluation or reporting.
- Experience of working in the charity, health, education or family support sectors.
- Knowledge of parental mental illness and its impact on children and families.
- Experience of facilitating networks, communities of practice or peer support groups.

Values and Approach

We are looking for someone who aligns with Our Time's mission and values: collaborative, solutions-focused, and motivated to improve outcomes for children and families. You will bring warmth, professionalism and credibility to relationships, and be motivated by the difference Our Time makes to children and families.

As a small organisation, we value initiative, sound judgement and personal responsibility. In return, you will be part of a supportive, friendly team where your expertise and ideas are genuinely valued.

We are fully remote and meet in person approximately 2–3 times per year at UK locations accessible by public transport.

Application process



To apply for the role, please complete and email the Our Time Application Form to recruitment@ourtimecharity.org.uk, using the subject line 'Community Manager'.

Closing Date: Midnight, Sunday 5th July

Applications will be reviewed on a rolling basis and early applications are encouraged. We reserve the right to close this vacancy early if we receive a sufficient number of applications.

Promoting Diversity

Our Time Charity recognises the benefits of having a diverse workforce and strongly encourages candidates from all identities and backgrounds to apply for this position. All applications will be considered reasonably, transparently and without bias.

Adjustments for Candidates

We believe in supporting all candidates to perform to the best of their abilities throughout the interview process. Our Time is committed to making reasonable adjustments to meet the needs of disabled candidates and those candidates with caring responsibilities.

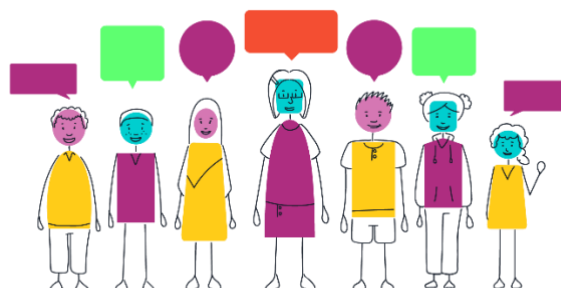
We recognise and celebrate diversity at Our Time, and if you wish to discuss any adjustments you may need during the interview process, please contact recruitment@ourtimecharity.org.uk

Safer Recruitment

All positions are offered subject to meeting the following conditions:

- Proof that you are eligible to work in the UK
- Satisfactory references covering the past five years

Our Time is committed to safeguarding and promoting the welfare of children and young people, and successful candidates will be subject to an Enhanced DBS check.





THANK YOU

FOR YOUR INTEREST

OUR TIME CHARITY

Our Time

ourtimecharity.org.uk

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